



Getting Started

HP Compaq Notebook Series

Document Part Number: 367187-001

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This guide explains how to set up your hardware and software and begin using your notebook.

Enhanced for Accessibility.

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Hardware Setup

During hardware setup, you will

1. Identify the hardware required for setup.
2. Insert the battery pack into the notebook, so the battery can begin to charge as soon as the notebook is connected to external power.
3. Connect the modem, so you will be able to register the notebook and operating system during software setup.
4. Connect the notebook to external power.
5. Open the notebook.
6. Turn on the notebook.

When the notebook is turned on, you will be prompted to begin software setup.



CAUTION: To prevent file corruption and ensure that the correct drivers are installed:

- Do not set up the notebook for the first time while the notebook is docked in an optional Expansion Base. (The Expansion Base can be used only with select models.)
- During the hardware and software setup procedures:
 - Do not unplug the notebook from external power.
 - Do not shut down the notebook or initiate standby or hibernation.
 - Do connect your modem as instructed in [“Step 3: Connect the Modem”](#) later in this chapter, but do not insert, remove, connect, or disconnect any other device, cable, or cord.

Step 1: Identify the Setup Hardware

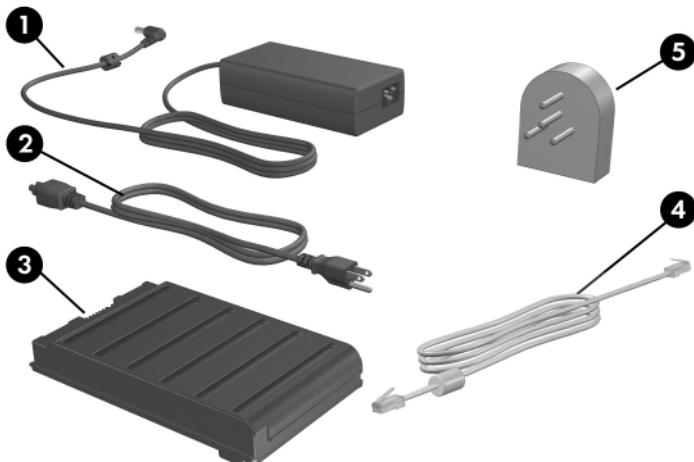
To set up the notebook for the first time, you need the notebook, the AC adapter **1**, the power cord **2**, and the battery pack **3**.

If you would like to use the modem to register your notebook and operating system during software setup, you will also need the modem cable **4**.

If you are connecting the modem cable in a country where RJ-11 telephone jacks are not standard, you will need the modem adapter **5** to connect the modem cable. (If you purchased the notebook in a country where RJ-11 jacks are not standard, a modem adapter specific to the country in which you purchased the notebook is included with the notebook.)



Power cords, modem cables, and modem adapters vary in appearance by region and country. Battery packs vary by model.



Step 2: Insert the Battery Pack

To insert the battery pack:

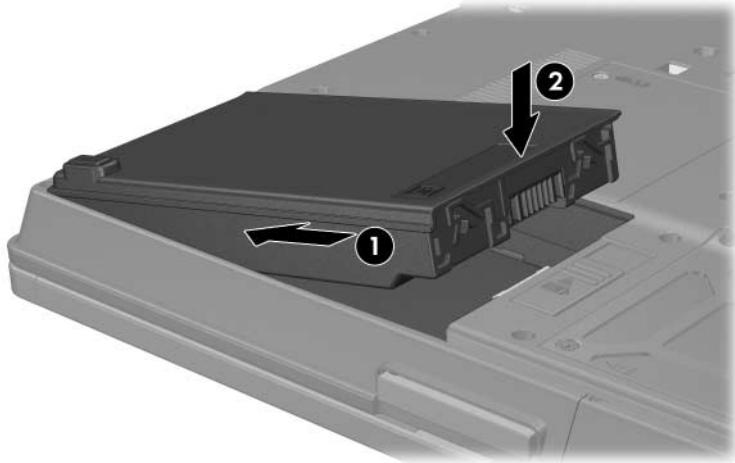


Battery packs vary by model.

1. Turn the notebook upside down.
2. Slide the battery pack **1** into the battery bay until it is seated.
3. Press the battery pack **2** into the battery bay until it clicks into place.



CAUTION: To prevent a lack of response when you turn on the notebook at ["Step 6: Turn On the Notebook,"](#) make sure the battery pack is firmly seated.



Step 3: Connect the Modem

To connect the modem so that you can register your notebook and operating system during software setup:

- Follow the instructions in this section for connecting the modem to an analog telephone line.
- or –
- Follow the instructions provided by your Internet service provider to connect the notebook to the Internet through a DSL (Digital Subscriber Line) modem, cable modem, or network connection. For more information about these and other Internet connection methods, see the “[Connect to the Internet](#)” section in [Chapter 3, “Next Steps.”](#)



It might be easier to connect your modem to a telephone line now and set up other Internet connections later, after you have completed software setup.

Jacks for analog telephone lines vary by country.

- If you are connecting the modem to a telephone line in a country where RJ-11 telephone jacks are standard, follow the instructions in the “[Connecting the Modem to an RJ-11 Jack](#)” section next in this chapter.
- If you are connecting the modem to a telephone line in a country where RJ-11 telephone jacks are not standard, follow the instructions in the “[Connecting the Modem with an Adapter](#)” section later in this chapter.



WARNING: To reduce the risk of electric shock, disconnect the modem from the telephone network before accessing an internal compartment of the notebook. Internal compartments include the memory compartment, the battery bay, and the hard drive bay.

Connecting the Modem to an RJ-11 Jack

To connect the modem to an analog telephone line that has an RJ-11 telephone jack:

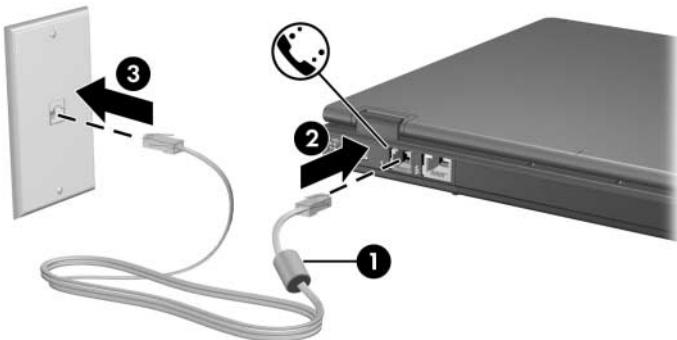


Telephone wall jacks and modem cables vary in appearance by region and country.

1. Turn the notebook display-side up on a flat surface near an RJ-11 telephone wall jack.
2. If your modem cable has noise suppression circuitry ①, which prevents interference with TV and radio reception, orient the circuitry end of the cable toward the notebook.

⚠ To avoid the risk of electric shock, fire, or damage to the equipment, do not plug a modem cable into a network jack.

3. Plug the modem cable into the RJ-11 (modem) jack ② on the notebook.
4. Plug the other end of the modem cable into the telephone wall jack ③.



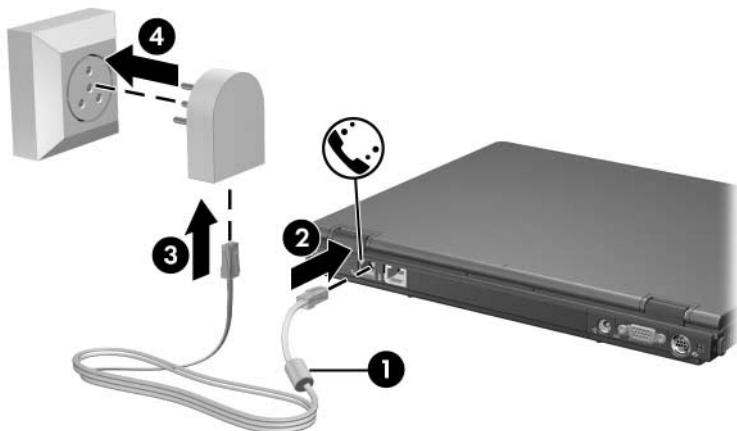
Connecting the Modem with an Adapter

To connect the modem to an analog telephone line that does *not* have an RJ-11 telephone jack:



Modem cables, modem adapters, and telephone wall jacks vary in appearance by region and country.

1. Turn the notebook display-side up on a flat surface near a telephone wall jack.
2. If the modem cable has noise suppression circuitry ①, which prevents interference with TV and radio reception, orient the circuitry end of the cable toward the notebook.
3. Plug the modem cable into the RJ-11 (modem) jack ② on the notebook.
4. Plug the modem cable into the country-specific modem adapter ③.
5. Plug the country-specific modem adapter into the telephone wall jack ④.



Step 4: Connect the Notebook to External Power

To connect the notebook to external AC power:

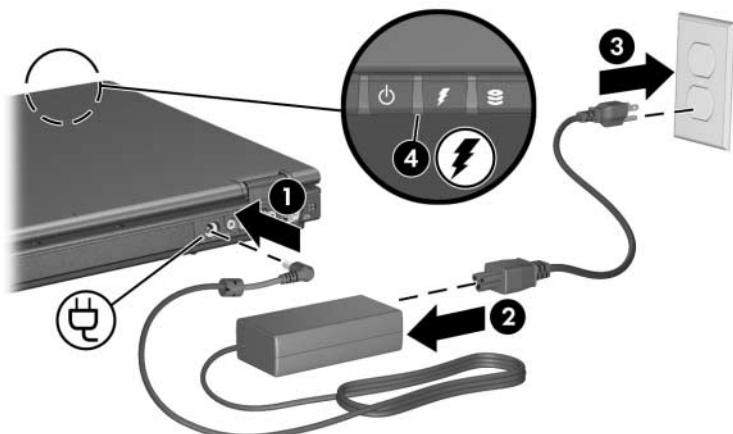


Power cords and electrical outlets vary in appearance by region and country.

1. Plug the AC adapter into the power connector **1**.
2. Plug the power cord into the AC adapter **2**, and then into an AC outlet **3**.

When the notebook receives AC power, the battery pack begins to charge and the battery light **4** (on the front of the notebook) is turned on. When the battery pack is fully charged, the battery light is turned off.

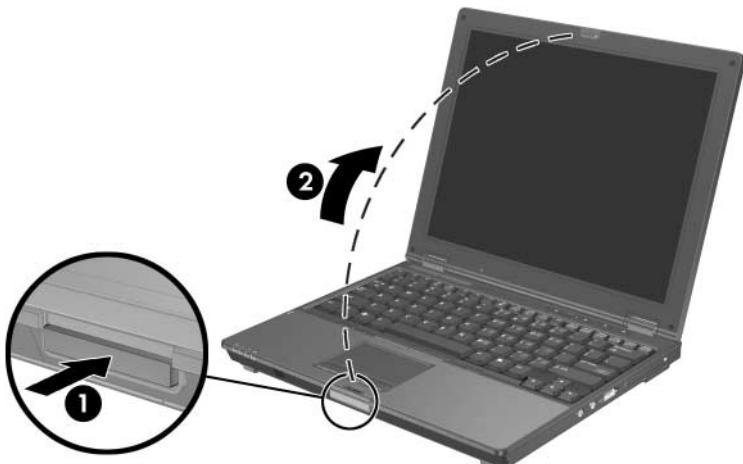
It is recommended that you leave the notebook connected to external power until the battery pack is fully charged and the battery light is turned off. (A partially charged new battery pack can run the notebook after software setup is complete, but battery charge displays will not be accurate until the new battery pack has been fully charged.)



Step 5: Open the Notebook

To open the notebook:

1. Press the display release button ① to open the display.
2. Raise the display ②.



Step 6: Turn On the Notebook



CAUTION: To prevent a lack of response when you turn on the notebook, make sure the battery pack is firmly seated.

To turn on the notebook:

- » Slide the power switch **1** toward the front of the notebook.
- The power/standby light **2** is turned on, and you are prompted to begin software setup.



The power/standby light is visible when the notebook is open or closed.



Software Setup

During software setup you can

- Select regional preferences.
- Accept license agreements.
- Name your notebook.
- Register online.
- Create user accounts.

If you prefer not to register your notebook during software setup, you can do so at any time after software setup is complete. You can also change or add any settings you select or skip during the setup process. Although you can register and set preferences later, it is usually easier and faster to complete these tasks during software setup.

Software setup begins when you respond to the setup prompt on the notebook screen.



CAUTION: If you are prompted to select an operating system language *before* a window called **Welcome to Microsoft Windows** is displayed, choose carefully. On some models, the languages that you do not choose are deleted from the system and cannot be restored during software setup.

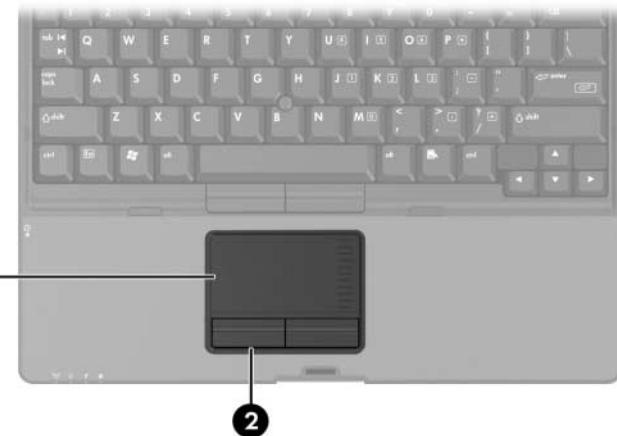
- After you respond to the setup prompt, you must complete the entire setup process without interruption. Setup time varies.
- During software setup, it is normal for some notebook models to pause occasionally for several minutes. These normal pauses are indicated by an hourglass icon.

Welcome to Windows

The first window in software setup is **Welcome to Microsoft Windows**. This window welcomes you to your Microsoft® Windows® operating system and introduces you to software setup navigation:

- To display additional information about the text in any setup window:
Select the question mark icon in the lower-right section of the window or press the **f1** key on your keyboard.
- To continue to the next window:
Select the **Next** button in the lower-right corner of the window.
- To return to the previous window:
Select the **Back** button in the lower-left corner of the window. (This button is unavailable on the first window, **Welcome to Microsoft Windows**.)
- To skip a window without entering a preference:
Select the **Skip** button in the lower-right corner of the window. (This button is unavailable on the first and some succeeding windows.)

To navigate in a window, slide your finger on the TouchPad **1** in the direction that you want to move the cursor. To select an item, move the cursor over the item, and then press the left TouchPad button **2**.



Select Your Regional Preferences

The next 2 windows prompt you to confirm or select regional preferences. Regional preferences are preset for the country in which you purchased the notebook.

- Dates and currency window—The operating system will use the region and language preferences you confirm or select in the **How should dates and currency appear?** window to format dates and currency.

Notice that some languages have regional versions. The versions are shown in parentheses after the language name.

- Time zone window—The operating system will use the time zone you confirm or select in the **What time zone are you in?** window to set the notebook clock.

Notice that you can select a check box to set the notebook clock to adjust to daylight saving time.

Accept the License Agreements

In the **End-User License Agreement** window, you must accept both the Microsoft End-User License Agreement and the HP Software Product License Agreement to continue with software setup.

- To accept both agreements:

Select **Yes, I accept them**, and then select **Next**.

- To decline both agreements:

Select **No, I don't accept them**, and then select **Next**.

If you decline both agreements, you will not be permitted to use the installed software. On the following screen you will be offered only 2 options: You can choose **Back** to return to the **End-User License Agreement** window or choose **Shutdown** to turn off the notebook. When you start the notebook after selecting Shutdown, the **Welcome to Windows** window is displayed and you must again begin software setup.

Name Your Notebook

If you plan to include your notebook on a home network, your notebook must have a unique name. In the **What's your computer's name?** window, you can retain the default name shown in the Computer name text field or choose another name.

For example, you might want to base your notebook name on a person's name, "David," or a location, "Familyroom." In order for your notebook name to be displayed on a network, the name

- Must be no longer than 15 characters.
- Must include only numerals (0-9), letters (A-Z and a-z), and hyphens.
- Cannot include spaces.

If you like, you can also enter a description of your notebook. The description may contain more characters than the notebook name, as well as spaces and special characters. For example, you could describe your notebook as "David's game machine."

Register Online

In the **Register Online with Hewlett-Packard** window, you can

- Register your notebook—Complete the text fields.
- Register your operating system—Select the **Also Register with Microsoft** check box beneath the text fields.
- Indicate how you would like to be contacted by Hewlett-Packard—Select or clear the check boxes above the Microsoft registration information.

To view the Hewlett-Packard Registration Privacy Statement, select the underlined link near the top of the window. To view the Microsoft Windows Registration Privacy Statement, select the underlined link near the bottom of the window. To return to the registration window from either of these windows, select **Back**.

To proceed with your registration and software setup, select **Next**.

If you connected your modem during the “[Step 3: Connect the Modem](#)” section in [Chapter 1, “Hardware Setup,”](#) or have connected the notebook to the Internet by another method, the **Connecting to online registration** window is displayed. This window describes the progress of your registration.

If you are unable to send your registration, you can do so at any time after software setup is complete. For more information about connecting to the Internet, refer to the “[Connect to the Internet](#)” section in [Chapter 3, “Next Steps.”](#)

Create User Accounts

In the **Who will use this computer?** window, you can create a user account for each person who might use the notebook.

User accounts enable each notebook user to create a personal notebook environment. A user's environment might include such customizations as display and security settings, personal files, screen savers, and the appearance of the Windows desktop.

When you turn on the notebook, a prompt to select a user account is displayed. When a user account is selected, Windows opens according to the preferences set by that user.

The names you enter in the **Who will use this computer?** window text fields are displayed on the list of user accounts displayed at Windows startup.

Press the Finish Button

When the **Thank you!** window is displayed, read the text, and then select **Finish**. Your notebook saves your preferences, and then restarts in Windows.

Select your user account, and you are ready to begin using your notebook. To protect your notebook and gain Internet access to software updates and online assistance, it is recommended that you begin your notebook use by following the suggestions in the next chapter.

3

Next Steps

Before you use your notebook, make sure that you properly set up your notebook. Software on optical discs, such as CDs or DVDs, is included with all notebook models.

Enable or Disable TouchPad Tapping

TouchPad Tapping is a TouchPad preference that enables you to tap the TouchPad once to select an item or twice to double-click an item. This feature is enabled by default.

To enable or disable TouchPad tapping:

1. Use the TouchPad to select **Start > Control Panel > Printers and Other Hardware > Mouse > Device Settings**. Then select the **Settings** button.
2. Select **Tapping**. If the **Enable Tapping** check box is selected, TouchPad Tapping is enabled.
 - To disable TouchPad Tapping, clear the check box.
 - To enable TouchPad Tapping, select the check box.
3. Select **OK**.

For information about setting other TouchPad preferences, refer to Chapter 3, “Pointing Devices and Keyboard,” in the *Hardware and Software Guide*.



All software instructions in your notebook documentation describe Microsoft Windows XP procedures based on the default Windows XP category view. For information about switching between Windows XP classic view and Windows XP category view, select **Start > Help and Support > Customizing your computer > Files, folders, and programs > Use Windows classic folders**.

Protect Your Notebook

You can use the information in this section to

- Protect your notebook from viruses.
- Protect your notebook from power surges.
- Protect your system files.
- Protect your privacy.
- Update your software.
- Use your notebook safely.
- Turn off your notebook properly.

For information about other notebook security features, such as passwords, device disabling, and using an optional security cable lock, refer to Chapter 12, “Security,” in the *Hardware and Software Guide*.

Protect the Notebook from Viruses

When you use the notebook for e-mail, network, or Internet access, you expose the notebook to computer viruses. Computer viruses can disable your operating system, applications, or utilities or cause them to function abnormally.

Antivirus software can detect most viruses, destroy them, and in most cases, repair damage they have caused. To provide protection against newly discovered viruses, antivirus software must be updated.

Norton AntiVirus software is preinstalled on your notebook.

- For information about using and updating your Norton AntiVirus software:
Select Start > All Programs > Norton AntiVirus > Help and Support.
- For supplementary information about your Norton AntiVirus software, including troubleshooting procedures:
Select Start > All Programs > Norton AntiVirus > Help and Support.

For more information about computer viruses:

1. Select **Start > Help and Support.**
2. Type viruses in the Search text field.
3. Then press **enter.**

Protect Your System Files

System Restore is an operating system feature that enables you to undo harmful changes to your notebook software by restoring your software to an earlier time, called a *restore point*, when your software was functioning optimally.

Restore points are restorable, benchmark “snapshots” of your application, driver, and operating system files. The notebook sets restore points at regular intervals and might set additional restore points whenever you change your personal settings or add software or hardware.

Manually setting additional restore points provides additional protection for your system files and settings. It is recommended that you manually set restore points

- Before you add or extensively modify software or hardware.
- Periodically, whenever the system is performing optimally.

Restoring to any restore point does not affect your data files. For example, restoring your system software to an earlier time will not affect documents or e-mails that you saved after that time. All System Restore procedures are reversible.

Setting a Restore Point

To set a system restore point manually:

1. Select **Start > Help and Support > System Restore**.
2. Select **Create a restore point**, and then follow the instructions on the screen.

Restoring to a Restore Point

To restore the notebook to a restore point:

1. Make sure the notebook is connected to a reliable AC outlet through the AC adapter.
2. Select **Start > Help and Support > System Restore**.
3. Select **Restore my computer to an earlier time**, and then follow the instructions on the screen.

Protect Your Privacy

When you use the notebook for e-mail, network, or Internet access, it is possible for unauthorized persons to obtain information about you, your notebook, and your data.

To optimize the privacy protection features included with your notebook, it is recommended that you

- Keep your Windows operating system updated. Many Windows updates contain security enhancements. For information about updating Windows, refer to the “[Updating Software](#)” section.
- Use a firewall.

A firewall is software that controls access to data and resources on the network. This protects your wireless network from intruders.

Updating Software

Most software, including the operating system, is updated frequently by the manufacturer or provider. Important updates to the software included with your notebook might have been released since the notebook left the factory.

Some updates might affect the way your notebook responds to optional software or external devices. Many updates provide security enhancements.

HP strongly recommends that you update the operating system and other software provided on your notebook as soon as the notebook is connected to the Internet.

To update the operating system and other software provided on your notebook,

- » Select **Start > Help and Support**.

For supplementary information and procedures for keeping your notebook software updated, refer to the software update section in the *Hardware and Software Guide*.

Protect the Notebook from Power Surges

To protect the notebook from the power surges that might be caused by an uncertain power supply or an electrical storm:

- Plug the notebook power cord into an optional, high-quality surge protector. Surge protectors are available from most computer or electronics retailers.
- Provide surge protection on the cable that connects the modem to a telephone line.
- During an electrical storm, either run the notebook on battery power or shut down the notebook and unplug the power cord.

Use the Notebook Safely



WARNING: To reduce the risk of electric shock or damage to your equipment:

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the notebook by unplugging the power cord from the AC outlet (not by unplugging the power cord from the notebook).
- If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin; for example, by using a 2-pin adapter. The grounding pin is an important safety feature.



WARNING: To reduce the risk of serious injury, read the *Safety and Comfort Guide*. It describes proper workstation setup, and proper posture, health, and work habits for notebook users. The *Safety and Comfort Guide* also provides important electrical and mechanical safety information. This guide is available on the Web at <http://www.hp.com/ergo>, on the notebook hard drive, and in the Help and Support Center located on your notebook.



WARNING: To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

For more safety and regulatory information refer to the *Regulatory and Safety Notices* guide.

Turn Off the Notebook Properly

Whenever possible, turn off the notebook by using the standard Windows shutdown procedure for your operating system:

- In Windows XP Home:

Select **Start > Turn Off Computer > Turn Off**.

- In Windows XP Professional:

Select **Start > Turn Off Computer > Shut Down**, and then select **OK**. (If you connect your notebook to a network domain, the name of the Turn Off Computer button might change to **Shut Down**.)

If the notebook does not respond, try the following shutdown procedures:

- Press **ctrl+alt+delete**. Then

If the notebook is running Windows XP Home:

Select **Shut Down > Turn Off**.

If the notebook is running Windows XP Professional:

Select **Shut down** from the drop-down list, and then select **OK**.

- If the notebook does not respond to the **ctrl+alt+delete** procedure, slide and hold the power switch for 4 seconds.

Connect to the Internet

To connect the notebook to the Internet, you must enable your communication hardware and have an account with an Internet service provider (ISP).

Enable Communication Hardware

Your modem is enabled when the modem cable is connected to the notebook and to an analog telephone line.

- If you connected the modem cable during hardware setup, your modem is enabled. Proceed to the next section, “[Set Up Internet Service](#).”
- If you did not connect the modem cable during hardware setup:
 - a. Turn off your notebook.
 - b. Follow the instructions in the “[Step 3: Connect the Modem](#)” section of [Chapter 1, “Hardware Setup.”](#)
 - c. Start your notebook in **Windows**.
 - d. Proceed to the next section, “[Set Up Internet Service](#).”

For information about setting up a wireless device, visit <http://www.hp.com/go/wireless>.

For more information about modem, wireless, cable, DSL (Digital Subscriber Line), and network connections, select **Start > Help and Support**. The Help and Support Center provides hardware and software information, instructions, tutorials, and wizards that can help you set up or troubleshoot a variety of connections.

Set Up Internet Service

You must set up Internet service before you can connect to the Internet. Your notebook includes software developed with leading ISPs in many locations to help you set up a new Internet account or to configure your notebook to use an existing account.

Depending on your location, you might be able to set up Internet service by using the Easy Internet Sign-up utility or an ISP-provided icon on your desktop.

In all locations, you can set up Internet service by using the Windows Internet Connection Wizard.

Using Easy Internet Sign-Up

If the Easy Internet Sign-Up utility is supported in the country in which you purchased your notebook, you can access the utility by using either of the following methods:

- Double-click the **Easy Internet Sign-up** icon on the desktop.
- or –
- Select **Start > All Programs > Online Services > Easy Internet Sign-up**.

If the Easy Internet Sign-Up utility is available, you can use the utility to

- Sign up for a new Internet account.
- Configure your notebook to use an existing account.
- Learn about accessing the Internet through a LAN (local area network), cable modem, or DSL.

If you plan to use a LAN, cable, or DSL Internet connection, you might need to contact your ISP for information about obtaining additional software or hardware. For more information about LAN, cable, or DSL Internet connections, select **Start > Help and Support**.

If the Easy Internet Sign-Up utility is not available on your notebook, refer to the next sections, “[Using an ISP-Provided Icon](#)” and “[Using the Internet Connection Wizard](#).”

Using an ISP-Provided Icon

If ISP-provided icons are supported in the country in which you purchased your notebook, the icons might be displayed either individually on the Windows desktop or grouped in a desktop folder named **Online Services**.

To set up a new Internet account or configure your notebook to use an existing account:

- » Double-click an icon, and then follow the instructions on the screen.

Using the Internet Connection Wizard

You can use the Windows Internet Connection Wizard to connect to the Internet

- If you already have an account with an ISP.
- If you have a disc from an ISP.
- If you do not have an Internet account and would like to select an ISP from the list provided within the wizard. (The list of ISP providers is not available in all regions.)
- If you have selected an unlisted ISP and the ISP has provided you with such information as a specific IP address, and POP3 and SMTP settings.

To access the Internet Connection Wizard and instructions for using the wizard:

1. Select **Start > Help and Support**.
2. In the Search text field, type **Make an Internet connection**.
3. Then select **Search**.

It is recommended that you select the check box provided within the wizard to enable **Internet Connection Firewall**. For more information about firewalls, refer to “[Protect Your Privacy](#).”

Access the User Guides

User guides, reference manuals, and other support information for your notebook is available through the Help and Support Center.

To access the user guides through the Help and Support Center:

- » Select **Start > Help and Support > HP User Guides.**



A *User Guides* CD is included with select notebook models.

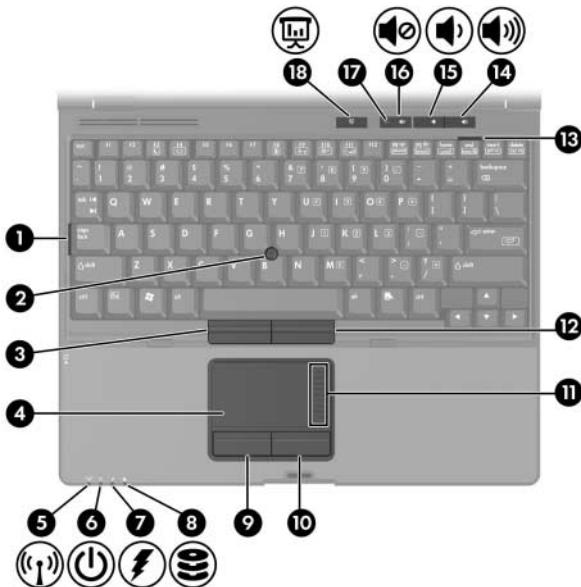
Component ID

This chapter identifies the visible hardware components included with your notebook. Information about the function of the components is provided in the *Hardware and Software Guide*.



Some of the hardware components illustrated and described in this chapter and in other notebook guides are available only on select models.

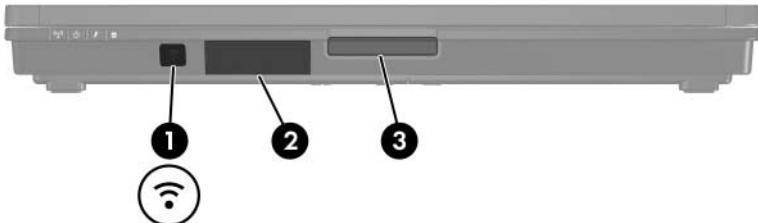
Keyboard Components



Components

① Caps lock light	⑩ Right TouchPad button
② Pointing stick	⑪ TouchPad scroll zone
③ Left pointing stick button	⑫ Right pointing stick button
④ TouchPad	⑬ Num lock light
⑤ Wireless light	⑭ Volume up button
⑥ Power/standby light	⑮ Volume down button
⑦ Battery light	⑯ Volume mute button
⑧ IDE (Integrated Drive Electronics) drive light	⑰ Volume mute light
⑨ Left TouchPad button	⑱ Presentation mode button

Front Components



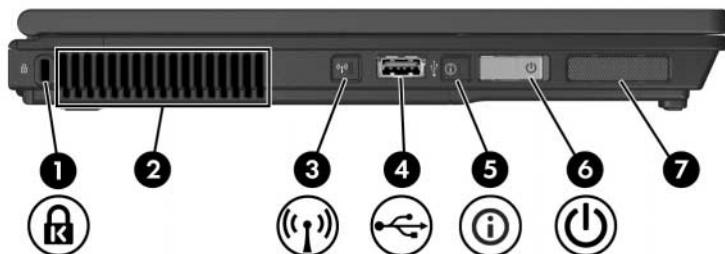
Rear Components



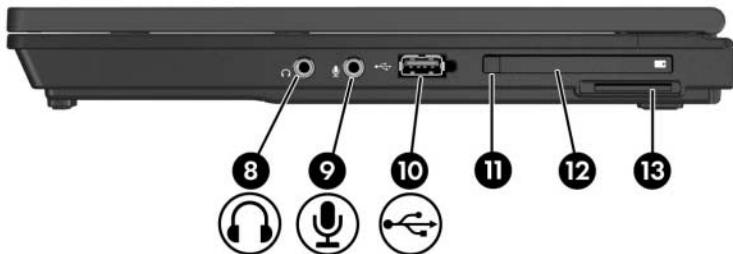
Components

① Infrared port	⑥ RJ-45 (network) jack
② Bluetooth® module (select models only)	⑦ Power connector
③ Display release button	⑧ External monitor port
④ USB port	⑨ S-Video-out jack
⑤ RJ-11 (modem) jack	

Left-Side Components



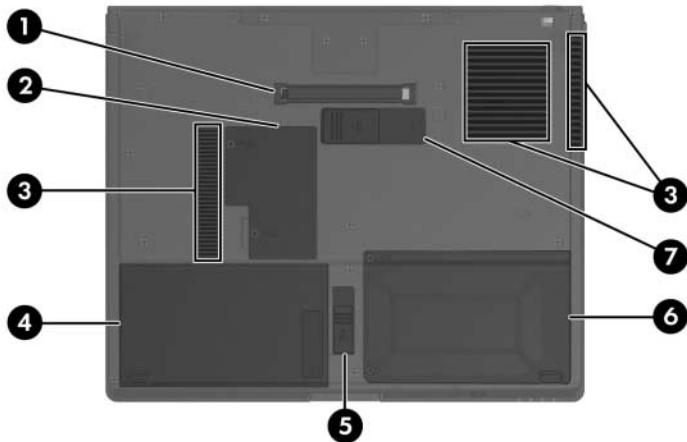
Right-Side Components



Components

① Security cable slot	⑧ Audio-out (headphone) jack
② Vent	⑨ Audio-in (microphone) jack
③ Wireless button (select models only)	⑩ USB port
④ USB port	⑪ PC Card eject button
⑤ Info Center button	⑫ PC Card slot
⑥ Power switch	⑬ Digital Media Slot
⑦ Speaker	

Bottom Components



Components

① Docking connector	⑤ Primary battery release latch
② Expansion memory module compartment	⑥ Hard drive bay
③ Vents (3)	⑦ Travel battery connector
④ Primary battery bay	

Labels

The labels affixed to the notebook provide information you might need when you troubleshoot system problems or travel internationally with the notebook.



The appearance and position of labels varies by model.

- Service Tag—Provides the product name, product number (P/N), and serial number (S/N) of your notebook. You might need the product number and the serial number when you contact Customer Care. The Service Tag label is affixed to the bottom of the notebook. To display the information on the Service Tag on your screen, select **Start > Help and Support**.
- Microsoft Certificate of Authenticity—Contains the Windows Product Key. You might need the Product Key to update or troubleshoot the operating system. This certificate is affixed to the bottom of the notebook.
- Regulatory label—Provides regulatory information about the notebook. The Regulatory label is affixed to the bottom of the notebook.
- Modem Approval label—Provides regulatory information about the modem and lists the agency approval markings required by some of the countries in which the modem has been approved for use. You might need this information when traveling internationally. The Modem Approval label is affixed to the bottom of the notebook.
- Wireless certification labels—Some notebook models include an optional WLAN device and/or an optional Bluetooth® device. If your notebook model includes one or more wireless devices, a certificate providing regulatory information about each device and the approval markings of some of the countries in which the device has been approved for use is included with your notebook. You might need this information when traveling internationally. Wireless certification labels are affixed to the bottom of the notebook.

A

Troubleshooting

If you experience problems with your notebook, you can

- Review the Quick Troubleshooting section in this appendix.
- Access the Help and Support Center for additional information about your notebook.

 Although many checkup and repair features require an Internet connection, many other features can help you fix a problem while the notebook is offline.

- Visit the HP support Web site at <http://www.hp.com/support> for answers to common questions.
- Contact Customer Care for further assistance.

Quick Troubleshooting

Power Features

Several of the troubleshooting suggestions in this appendix refer to power features, which vary by notebook model.

For example, some models have a power button and other models have a power/standby button or a power switch. Some models have one power/standby light, and other models have 2 power/standby lights.

- The locations and functions of the power features on your notebook are identified in [Chapter 4, “Component ID,”](#) and in the *Hardware and Software Guide*.
- The following illustration identifies the icons for a power button or power switch 1, a power/standby light 2, and an AC adapter light 3.



Can the Notebook Not Be Turned On?

If an AC adapter light is off and the notebook cannot be turned on, adequate power might not be available to the notebook.

- If the notebook is running on battery power or is connected to an external power source other than an AC outlet, connect the notebook to an AC outlet using the AC adapter. Make sure the power cord and AC adapter connections are secure.
- Verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.

When an AC adapter light is on, the notebook is receiving adequate AC power.

If all power and power/standby lights are on, the notebook is on. If all power and power/standby lights are off, the notebook is off.



If the notebook can be turned on when connected to external power but cannot be turned on when running on a battery pack, recharge the battery pack. For more information about running the notebook on battery power, refer to the *Hardware and Software Guide*.

Is the Notebook Screen Blank?

If you have not turned off the notebook but the screen is blank, the notebook might be in standby or hibernation, or not set to display the image on the notebook screen.

- To resume from standby or restore from hibernation, briefly slide the power switch.

Standby and hibernation are energy-saving features that can be initiated by the system while the notebook is in Windows but is not in use.

- When standby is initiated, the power/standby lights blink, your work is saved in random access memory (RAM), and the screen clears.

In some software, including your Windows operating system, the term *standby* is replaced by the term *sleep*.

- When hibernation is initiated, your work is saved to a hibernation file on the hard drive, the notebook shuts down, and all power lights are turned off.

For more information about standby and hibernation, refer to the *Hardware and Software Guide*.

- To switch the image to the notebook screen, press **fn+f4**.

- On most notebook models, when an optional external display device, such as a monitor, is connected to the notebook, the image can be displayed at any time on the notebook screen, the external display, or on both the notebook screen and the external display simultaneously. When you press **fn+f4**, the image is switched among the notebook, one or more external display devices, and simultaneous display.

- On some notebook models, the function of **fn+f4** is determined by the software you are using. For information about the **fn+f4** functions on your notebook, refer to the hotkeys section of the *Hardware and Software Guide*.

Is Software Functioning Abnormally?

If your software becomes unresponsive or responds abnormally:

■ Restart the notebook:

- Select **Start > Turn Off Computer > Restart**. (On your notebook, the Turn Off Computer button may be called the Shut Down button, depending on your network connections).

If you cannot restart the notebook using these procedures, refer to the next section, “[Is the Notebook Unresponsive?](#)”

■ Run a virus scan. For information about using the antivirus resources on your notebook, refer to “[Protect Your Notebook](#)” in Chapter 3, “[Next Steps](#).”

- If the notebook feels extremely warm, allow it to cool to room temperature. For more information about notebook overheating, refer to “[Is the Notebook Overheating?](#)” later in this appendix.
- If you are using an optional cordless mouse, make sure that the mouse battery is adequately charged and that the cordless mouse is not causing interference.

Is the Notebook Unresponsive?

If the notebook has stopped responding, first try to shut down the notebook using the shutdown procedure for your operating system.

- Select **Start > Turn Off Computer > Turn Off**. (On your notebook, the Turn Off Computer button might be called the Shut Down button, depending on your network connections).

If the notebook remains unresponsive, try the following emergency shutdown procedures in the sequence provided:

- Press **ctrl+alt+delete**, and then select **Shut Down > Turn Off**.
- If you cannot shut down the notebook by using **ctrl+alt+del**, slide and hold the power switch for at least 4 seconds.
- If you are unable to shut down the notebook with the power switch, remove the battery pack and disconnect the notebook from external power.

Is the Notebook Overheating?

It is normal for the notebook to feel warm to the touch while it is in use. But if the notebook feels *extremely* warm, it might be overheating because a vent is blocked.

If you suspect that overheating could be causing the problem, allow the notebook to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the notebook.

Vent locations are identified in [Chapter 4, “Component ID”](#) and in the *Hardware and Software Guide*.

Is an External Device Not Working?

If an external device does not function as expected:

- Turn on the device as instructed in the device documentation. Some devices, such as monitors and printers, must be turned on before the notebook is turned on.
- Verify that
 - ❑ All device connections are secure.
 - ❑ The device is receiving electrical power.
 - ❑ The device, especially if it is an older device, is compatible with your operating system. For compatibility information, select **Start > Help and Support**, or visit the Web site of the device manufacturer or provider.
 - ❑ The correct drivers are installed and updated. Drivers might be available on a CD included with the device or on the Web site of the device manufacturer or provider. For more information about updating drivers, select **Start > Help and Support**.

If the problem involves accessing or displaying files on a device with removable storage, such as a CD, DVD, or digital memory card, refer to the AutoPlay section in the *Hardware and Software Guide*.

Help and Support Center

To access the Help and Support Center, select **Start > Help and Support**. In addition to providing information about your operating system, the Help and Support Center provides

- Information about your notebook, such as model and serial number, installed software, hardware components, and specifications.
- User guides for the notebook.
- Answers to questions about using your notebook.
- Tutorials to help you learn to use notebook and operating system features.
- Updates for your operating system, drivers, and the software provided on your notebook.
- Checkups for notebook functionality.
- Automated and interactive troubleshooting, repair solutions, and system recovery procedures.
- Links to Customer Care specialists.

Contact Customer Care

If you are unable to find the help you need by using the Help and Support Center at **Start > Help and Support**, you might need to contact Customer Care.

Preparing to Call Customer Care

To receive the fastest possible resolution of your problem, have the notebook and the following information available when you call.

- Serial number (S/N) and product number (P/N), which are provided on the Service Tag.
 - The Service Tag label is affixed to the bottom of the notebook.
 - To display the Service Tag information on the notebook screen:

Select **Start > Help and Support**.

- Purchase date on the invoice.
- Conditions under which the problem occurred.
- Error messages that have been displayed.
- If an optional printer is connected to the notebook, the manufacturer and model of the printer.
- Operating system version number and registration number.

To display the operating system version number and registration number:

Select **Start > Help and Support**. (On some notebook models, the registration number might be identified in the Operating System table as the *Product Id*).

Contacting Customer Care by E-mail or Telephone

If the notebook is connected to the Internet, select **Start > Help and Support** to get help by e-mail or to access customer support telephone numbers.

If the notebook is not connected to the Internet, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook to contact Customer Care.

Taking the Notebook to a Service Partner

In addition to providing the information listed in the “[Preparing to Call Customer Care](#)” section earlier in this appendix, be sure to delete all passwords or to disclose all passwords to the service partner.

- For information about deleting a Microsoft Windows password, refer to **Start > Help and Support**. (The deletion procedures vary with the types of Windows passwords you have set).
- For information about deleting an HP password, refer to the *Hardware and Software Guide*.
- To contact Customer Care, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook.

B

System Restore

The notebook system restore process provides several ways to recover system functionality. The *Application and Driver Recovery* disc and *Operating System* disc enable you to recover or repair your notebook without losing personal data. The *Operating System* disc also enables you to reinstall the operating system software provided with the notebook.



For best results, attempt to recover optimal notebook functionality by using the following procedures *in the order described here*.

Safeguarding Your Data

Software or devices added to the notebook can cause your system to become unstable. To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of My Documents.

Altiris Local Recovery

Altiris Local Recovery protects the files on your computer by storing copies of files, called *snapshots*. If files on your computer are accidentally deleted or corrupted, you can easily restore the files yourself. You can also roll back your complete file system to a previous state.

Altiris Local Recovery provides protection of files by backing up files to a hidden Altiris recovery partition. When you install the software, the Recovery Agent Partition Wizard guides you through the process of creating the recovery partition. After the partition is created, the notebook restarts and creates the first snapshot. After the snapshot is created, the notebook restarts and the software makes the snapshots available for recovery through Windows.

Local Recovery is installed with a default schedule so that snapshots of your files are automatically taken on a regular basis. You can change the snapshot schedule. For more information, refer to the Altiris Local Recovery Help.

You can access your snapshots in the Altiris Recovery Agent folder. Right-click the Altiris Recovery Agent icon on your desktop, and then select **Open**. To restore one of the snapshots, select the snapshot to restore, and then drag the file to the appropriate location on your hard drive.

For more information on configuring and using Altiris Local Recovery, visit the HP Web site at <http://www.hp.com/go/easydeploy> or open the software and select **Help** on the menu bar.

Setting System Restore Points

Notebooks with Windows XP operating systems provide the option of setting system restore points (benchmarks) daily as you change your personal settings. The notebook may also set restore points when you add new software or devices. You should periodically set system restore points when the notebook is functioning at optimal performance and before installing new software or devices. Doing this enables you to return to a previous configuration restore point if you encounter problems.

To set a system restore point:

1. Select **Start > Help and Support > System Restore**.
2. Select **Create a restore point**, and then follow the instructions on the screen.

To restore the notebook to a previous date and time when it was functioning optimally:

1. Make sure the notebook is connected to a reliable AC outlet through the AC adapter.
2. Select **Start > Help and Support > System Restore**.
3. Select **Restore my computer to an earlier time**, and then follow the instructions on the screen.

Repairing or Reinstalling Applications

All applications preinstalled or preloaded on your notebook can be repaired or reinstalled by using the *Application and Driver Recovery* disc.



If you have not reinstalled your operating system, some applications preloaded on your notebook, such as those available in the Software Setup utility, can also be repaired or reinstalled from your hard drive.

The application reinstallation process repairs or replaces corrupted system files within the application and reinstalls deleted system files within the application.

- In most cases: If the application you are repairing or reinstalling is still installed on your notebook, the reinstallation process does not affect your settings within the application.
- In all cases: If an application has been deleted from your notebook, the reinstallation process reinstalls the application or utility to the factory image.

Reinstalling Applications from Your Hard Drive

To reinstall a preloaded application or utility from your hard drive:

- » Select **Start > All Programs > Software Setup**, and then follow the instructions on the screen. (When you are prompted to select the software you want to reinstall, select or clear the appropriate check boxes.)

Reinstalling Applications from Discs

To reinstall applications from discs:

1. Insert the disc into the optical drive of an optional MultiBay or MultiBay II.
 - If autorun is enabled an installation wizard is displayed.
 - If autorun is disabled:
 - a. Select **Start > Run**. Enter
`x:/setup.exe`
where *x* is your CD drive designation.
 - b. Then select **OK**.
2. When the installation wizard is displayed, follow the installation instructions on the screen.
3. Restart the notebook if prompted.

Repairing the Operating System

To attempt an operating system repair without deleting your personal data, use the *Operating System* disc that was shipped with the notebook:

1. Connect an optional external MultiBay or MultiBay II to the notebook.
2. Connect the notebook to external power and turn on the notebook.
3. Immediately insert the *Operating System* disc into an optional MultiBay or MultiBay II.
4. Restart the notebook.
5. When prompted, press any key to boot from the disc. (After a few minutes, the Setup Wizard opens.)

 On the “Welcome to Setup” page do *not* press **R** (step 8 in this procedure) until you have completed steps 6 and 7.

6. Press **enter** to continue. (A Licensing Agreement page is displayed.)
7. Press **f8** to accept the agreement and continue. (The “Setup” page is displayed.)
8. Press **R** to repair the selected Windows installation. The repair process begins. (This process may take up to 2 hours to complete. The notebook restarts in Windows after the process is complete.)

Reinstalling the Operating System



CAUTION: To prevent the loss of all of your personal data, back up your data before reinstalling the operating system. Personal data and any software you have installed on the notebook will be lost during the operating system reinstallation process.



During reinstallation, you might be prompted for your Product Key. Your Product Key is provided on the Microsoft Certificate of Authenticity label affixed to the bottom of the notebook.

If other recovery efforts do not successfully repair the notebook, you can reinstall the operating system.

To reinstall the operating system:

1. Connect an optional external MultiBay or MultiBay II to the notebook.
2. Connect the notebook to external power and turn on the notebook.
3. Immediately insert the *Operating System* disc into the optical drive of an optional external MultiBay or MultiBay II.
4. Restart the notebook.
5. When prompted, press any key to boot from the disc. (After a few minutes, the Setup Wizard opens.)
6. Press **enter** to continue. (A Licensing Agreement page is displayed.)
7. Press **f8** to accept the agreement and continue. (The “Setup” page is displayed.)
8. Press **esc** to continue installing a new copy of the operating system instead of repairing it.

9. Press **enter** to set up the operating system.
10. Press **C** to continue setup using this partition.
11. Select **Format the partition using the NTFS file system (Quick)** and press **enter**.

 Formatting a drive deletes all current files.

12. Press **F** to format the drive. (The reinstallation process begins. This process takes up to 2 hours to complete. The notebook restarts in Windows when the process is complete.)

Reinstalling Device Drivers and Other Software

After the operating system installation process is complete, you must reinstall drivers.

To reinstall drivers, use the *Application and Driver Recovery* disc included with the notebook:

1. While running Windows, insert the *Application and Driver Recovery* disc into the optical drive of an optional MultiBay or MultiBay II.

If you do not have autorun enabled, select **Start > Run**. Then type `D:\SWSETUP\APPINSTL\SETUP.EXE` (where *D* indicates the optical drive).

2. Follow the on-screen instructions for installing the drivers.

After the drivers are reinstalled, you must reinstall any software you added to the notebook. Follow the installation instructions provided with the software.

Updating Reinstalled Software

It is strongly recommended that you update all reinstalled software.

Depending on the settings you used on your former configuration, some software might have been updated without your knowledge.

Use the following update procedures as soon as your notebook is connected to the Internet.

- To update your operating system and the software included on your notebook:

Select **Start > Help and Support**.

- To update software that was not provided on your notebook, follow the instructions included with the software. Many applications include an update feature that you can access from a Help button or menu item within the application.

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